

MyCalPAYS Employee Frequently Asked Questions



This document answers employee questions about the 21st Century Project and MyCalPAYS. Questions have been grouped into categories by topic area. Please note that in some instances, questions may be repeated if the subject matter falls into multiple categories.

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General Questions – 21st Century Project

Q: What is the 21st Century Project?

A: The 21st Century Project is the State Controller's Office initiative which is transforming the business processes and technology that support human resources and payroll functions for the State of California by implementing MyCalPAYS.

General Questions – MyCalPAYS

Q: What is MyCalPAYS?

A: MyCalPAYS is the State of California's new human resources and payroll system. Once fully deployed, MyCalPAYS will support all State Civil Service employees as the human resources and payroll system of record.

Q: Why is the State moving to MyCalPAYS?

A: The State Controller's Office is responsible for paying approximately 250,000 Civil Service employees through the Legacy systems. Although the 30+ year-old systems have served the State well, they lack the flexibility to adapt to the changing requirements of government today, as well as in the future. To support the State's ongoing needs, MyCalPAYS will provide a technically-advanced solution and create the functions required to support the next generation of state government.

Q: How is MyCalPAYS being deployed to all State departments?

A: MyCalPAYS is being deployed in five implementation waves spanning the course of 15 months. It began with the pilot implementation for the SCO in June 2012 and will be followed by a second pilot of seven departments in September 2012. The pilots will be followed by three larger implementation waves. Visit http://www.sco.ca.gov/21century_deployment.html for more details on the deployment schedule.

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Q: What support will be available for our department as we transition to MyCalPAYS?

A: The 21st Century Project is committed to supporting departments during MyCalPAYS deployment. In order to do so, the Project worked with the departments to establish a Department Support Team (DST) within each department. Each DST includes a DST Sponsor, DST Coordinator, Human Resources (HR) Professional, Classification and Pay (C&P) Professional, Training Coordinator, Information Technology (IT) Representative, Accounting Representative, Budget Representative and Communications Representative. If not already assigned, approximately one year prior to their scheduled go live date each department will be assigned a Deployment Liaison from the 21st Century Project team. The Deployment Liaison works closely with the DST to ensure the department's transition to MyCalPAYS is smooth and successful. Additional support is offered through:

- Regularly scheduled DST meetings
- DST SharePoint site
- MyCalPAYS FAQs
- Regular communications from the TFC Deployment and TFC Testing mailboxes
- Communications materials – bi-monthly MyCalPAYS Insights Newsletter, MyCalPAYS brochure, various MyCalPAYS fact sheets, posters, and presentations

The 21st Century Project is also committed to continued support for departments after their transition. Immediately after deployment, departmental HR staff will have the opportunity to visit a MyCalPAYS Transition Center for hands-on assistance. Department HR staff will also receive ongoing support by calling the Customer Contact Center.

Visit http://www.sco.ca.gov/21century_mycalpays_reference.html for more information on the different resources available.

Person ID Questions

Q: What is a Person ID?

A: A Person ID is a unique, system generated number assigned to each employee in MyCalPAYS at the time of conversion or original hire. An employee's Social Security Number is only used at the time of hire to ensure the employee does not already exist in MyCalPAYS. Once this determination has been made, the Social Security Number is entered into the employee's Master Data and is no longer used to identify the employee; the Person ID is used to identify the employee's records in MyCalPAYS. Employees will retain the same Person ID throughout their State career. This number will be used in place of the Social Security Number on many forms and documents, including the new MyCalPAYS pay stub.

Q: Will an employee receive a new Person ID if they leave State employment and then return to State employment?

A: No. A returning employee with an existing record in MyCalPAYS will not be issued a new Person ID. Their previous Person ID will be reactivated.

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Time and Attendance Questions

Q: How do I submit my timesheet?

A: A new MyCalPAYS timesheet has been developed. Your human resources office will inform you of how to submit time once your department is closer to implementing MyCalPAYS.

Q: What is an absence quota?

A: Absence quotas refer to the amount of leave an employee has accrued (e.g., vacation, sick leave, annual leave). An absence quota is the same as a leave balance and will show as “quota” on documents from MyCalPAYS, including the pay stub.

Q: Will MyCalPAYS allow an employee to use more leave than they have accrued, resulting in a negative balance?

A: No, MyCalPAYS will not allow an employee to use leave not earned, thereby avoiding negative balances.

Q: Will the leave balances printed at the bottom of the pay stub be for the current month?

A: The leave balances (quota) printed at the bottom of the pay stub will be as of the beginning of the pay period indicated on the stub, minus any quota usage captured before master payroll cutoff. For example, if you are reviewing the pay stub for the June 2012 pay period, the balances at the bottom of the stub would be as of June 1, 2012 (including the May time earned), minus any leave captured in the Earnings Section of the pay stub. For additional information, view the MyCalPAYS Pay Stub Fact Sheet:

http://sco.ca.gov/Files-21C/1a_Employee_Impacts_Pay_Statement_FINAL.pdf.

Q: Who do we go to if we have a problem with our leave balances?

A: You will follow the same process that you have been using within your department to resolve leave balance discrepancies.

Payroll and Direct Deposit Questions

Q: Is my pay changing?

A: Your salary and/or hourly rate will not change. However, you may see different amounts on your paycheck due to changes in rules and calculations.

Q: Are my pay dates changing?

A: The pay date for salaried employees is not changing. Hourly employees will have a scheduled pay date each month and be required to submit their timesheets by designated cutoff dates. Use the following link to view the MyCalPAYS pay dates: http://www.sco.ca.gov/ppsd_direct_deposit_pay_dates.html.

Q: Will all of my benefits and pay (e.g., direct deposit, voluntary deductions, benefit elections, etc.) convert to MyCalPAYS?

A: Yes. Everything will convert to MyCalPAYS.

Q: Will the leave balances printed at the bottom of the pay stub be for the current month?

A: The leave balances (quota) printed at the bottom of the pay stub will be as of the beginning of the pay period indicated on the stub, minus any quota usage captured before master payroll cutoff. For example, if you are reviewing the pay stub for the June 2012 pay period, the balances at the bottom of the stub would be as of June 1, 2012 (including the May time earned), minus any leave captured in the Earnings Section

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of the pay stub. For additional information, view the MyCalPAYS Pay Stub Fact Sheet:
http://sco.ca.gov/Files-21C/1a_Employee_Impacts_Pay_Statement_FINAL.pdf.

Q: Will the year-to-date totals on my pay stub be accurate?

A: The year-to-date total on your pay stub will only include pay issued from MyCalPAYS. To determine your current year-to-date total, combine the year-to-date total on your last legacy pay stub with the year-to-date total on your most current MyCalPAYS pay stub.

Q: Will there be any changes to my gross pay?

A: Your gross pay will not change. However, you may see a change on your pay stub. If you are enrolled in Flex Elect Cash option or CoBen, your total gross pay will include these amounts.

Q: Who do I talk with if there is an issue with my paycheck?

A: You will follow the same process that you have been using within your department to resolve pay discrepancies.

Q: Will employees still receive paper pay stubs once on MyCalPAYS?

A: The State Controller's Office is continuing the current process of printing pay stubs for all employees.

Q: Is the master payroll cutoff going to remain the same, on or about the 20th of each month?

A: Yes, master payroll cutoff will remain the same and will continue to be on or around the 20th of each month. Use the following link to view the MyCalPAYS payroll calendar:

http://www.sco.ca.gov/ppsd_decentcal.html

Q: Will the MyCalPAYS scheduled pay date for hourly employees change each month?

A: The scheduled pay date for hourly (positive) paid employees will change from month-to-month, based on weekends and/or holidays. Use the following link to view the MyCalPAYS pay dates:

http://www.sco.ca.gov/ppsd_direct_deposit_pay_dates.html

Q: Does the pay stub look exactly as it did with legacy?

A: No, the pay stub will vary slightly. Please refer to the Pay Stub Changes Fact Sheet for additional information: http://sco.ca.gov/Files-21C/1a_Employee_Impacts_Pay_Statement_FINAL.pdf.

Q: Are we getting two W-2s at the end of the year – one from legacy and one from MyCalPAYS?

A: No, beginning with the tax year in which your department implements MyCalPAYS, employees will receive one W-2 from MyCalPAYS. All appropriate tax information will be converted from legacy to MyCalPAYS and will be updated throughout the remainder of the tax year so that W-2 amounts are accurate.

Q: Will MyCalPAYS allow me to enroll more than one account in direct deposit?

A: Yes. MyCalPAYS allows employees the opportunity to have pay deposited into up to five checking or savings accounts in one or more financial institutions.

Q: Are employees able to identify a dollar amount or percentage when adding additional direct deposit accounts?

A: Employees will be able to indicate either a dollar amount or percentage to be deposited into each account enrolled in direct deposit.

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Q: How are paychecks other than master pay distributed if an employee has more than one direct deposit account set up? Are all paychecks for that employee distributed to each of the direct deposit accounts?

A: For employees who choose to set-up more than one direct deposit account in MyCalPAYS, all paychecks – master and off cycle – are paid according to the designations set up by the employee. For example, if an employee receives \$3000.00 net pay in their master paycheck and has designated three direct deposit accounts (a. main bank, b. Second – 10%, and c. third - \$500), the money will deposit in the following order:

Direct Deposit Designation	Amount Deposited
1. 2nd account (10% of net amount)	\$300.00
2. 3rd account (fixed \$500.00)	\$500.00
3. Main bank (checking account)	\$2,200.00

If that same employee worked overtime and received \$600 net pay in their off cycle paycheck, the money will deposit in the following order:

Direct Deposit Designation	Amount Deposited
1. 2nd account (10% of net amount)	\$60.00
2. 3rd account (fixed \$500.00)	\$500.00
3. Main bank (checking account)	\$40.00

Q: How are multiple direct deposits and multiple payroll deductions handled? For example, I receive a check with \$1000 net pay and my payroll deduction is \$400.00. In addition, I've designated a secondary account to receive a fixed \$150.

A: The \$400 payroll deduction will be deposited into the designated account first. The fixed \$150 dollar designation will then be deposited into the 2nd direct deposit account and the remaining amount will be deposited into the direct deposit account designated as your main bank. Please see the breakdown below.

Designation	Amount Deposited
1. Payroll deduction (fixed \$400)	\$400.00
2. 2nd direct deposit account (fixed \$150)	\$150.00
3. Main bank (Checking Account)	\$450.00

Security Question

Q: Employees are concerned about the confidentiality of their records. Are Social Security Numbers used to identify employee records in MyCalPAYS?

A: An employee's Social Security Number is used at the time of hire to ensure the employee does not already exist in MyCalPAYS. Once this determination has been made, the Social Security Number is entered into the employee's Master Data and is no longer used to identify the employee. MyCalPAYS will generate a Person ID that will be used to identify the employee's records.

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MyCalPAYS Training Questions

Q: Who will have access to MyCalPAYS and when will end users be trained?

A: Employees at your department that currently have access to the Legacy systems will most likely have access to MyCalPAYS. Access is granted to employees who are assigned a MyCalPAYS security role. Many human resources staff will be assigned a MyCalPAYS security role and will receive training. Additionally, some staff within other divisions (e.g., Accounting, Budget) may also be granted access based on a business need. Training occurs approximately one-to-three months prior to an employee receiving access to MyCalPAYS.

Employee and Manager Self Service Questions

Q: What are Employee Self Service (ESS) and Manager Self Service (MSS)?

A: Employee Self Service (ESS) is a web-enabled tool which allows employees to update their own information such as home address, bank information, tax withholdings, etc. Manager Self Service (MSS) is also a web-enabled tool and is used by managers to approve time and view employee position information.

Q: When will self service options be available for employees?

A: Self Service functionality will be granted to managers and employees at each department's discretion. SCO is finalizing the deployment schedule for Employee and Manager Self Service. Information will be communicated to department's once the schedule is finalized.

Q: Will we receive training on how to enter time in Employee Self Service (ESS) or Manager Self Service (MSS)?

A: The deployment schedule for Employee and Manager Self Service is not finalized. Once the schedule is finalized, the implementation and training plan will be announced. Employees and managers at departments that choose to use MyCalPAYS Self Service functionality will receive training upon implementation.

Q: What functionality will Employee Self Service (ESS) and Manager Self Service (MSS) offer?

A: Once ESS and MSS are deployed, the following functionality may be available:

- Employee Self Service
 - Update Address(es)
 - Manage Banking Information
 - Change Tax Withholdings
 - Print and Review Payroll Remittance Slips
 - Review Leave Balances (absence quotas)
 - Time Entry (optional)
- Manager Self Service
 - Approve Timesheet
 - Display a Team Calendar View
 - Access Reminder of Dates